

**County of San Diego, Health and Human Services Agency (HHSa)  
CalWORKs Program Guide**

<b>Subject:</b> <b>Monthly Progress Report (MPR)</b>	<b>Number</b>	<b>Page</b>
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**Issue Date:**

02/11/15

**Effective Date:**

Upon Receipt

**Background:**

The County must establish documentation and reporting requirements of WTW recipients and Employment Services Contractors.

**Policy:**

San Diego County policy requires the use of Contract Outcome Objectives, as established by the Health and Human Services Agency (HHSa), to serve as performance measures for all Employment Services Welfare-To-Work (WTW) contracts. The Monthly Progress Report (MPR) lists the outcomes for each contract objective.

Employment Services Contractors will adhere to the WTW Program requirements, in accordance with the California Department of Social Services (CDSS) regulations, as stated in the CalWORKs Program Guide (CPG), Special Notices (SN), Policy Inquiries (PI), Processing Guides, and other County directives.

Board of Supervisors Policy A-81

**Procedure:**

**Submission of Monthly Progress Report (MPR)** - Employment Services Contractors will submit MPRs no later than the 10<sup>th</sup> calendar day of the second month following the report month. In order to receive credit for achieving an objective, ES contractor must adhere to the Outcome Objectives described in [CPG 10-300.C](#) and [Processing Guide 10-300.C.1](#).

1. Employment Services Contractors will submit

- **The original copy of their regional MPRs and claim for payment**

Attention:

Eligibility Operations CalWORKs/Refugee Contracts Administrator

Mailstop: W414

- **Supporting Excel documents**

Secure email:

Eligibility Operations CalWORKs/Refugee Contracts Administrator and

Eligibility Operations WTW Quality Assurance Unit Staff

2. Revisions to the original MPR are only accepted for invalid claims identified by Eligibility Operations through MPR validation or performed by the WTW QA Unit, contracts, and/or internal/external auditors. Revised MPRs will be labeled "revised" with the revision date; include an explanation of the reason for revision with participant name and case number. In order to maintain an accurate audit trail, a revised claim will also be submitted. [Contractors will contact the](#)

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Eligibility Operations CalWORKs/Refugee Contracts Administrator for applicable deadlines to submit revised MPRs.

**Case Record Documentation** - The WTW case record must contain documentation to substantiate each claim on the MPR.

3. Employment Services Contractors will adhere to documentation and reporting requirements described in [CPG 10-300.A](#) and maintain documentation in the participant's case record.

**Retention of Documentation** - Employment Services Contractors will adhere to retention timeframes.

4. Employment Services Contractors will retain supporting documentation for a period of three years or longer. Documentation includes, but is not limited to:
  - Amended MPRs/reports; and
  - Lists with participant name, SSN, performance objective claimed, screen prints and/or any other documentation for additions/deletions to the MPR; and
  - Supporting documentation for participation claims.

**Note:**

- The WTW case record will permanently contain supporting documentation as described in [CPG10-300.C](#) and [Processing Guide10-300.C.1](#).
- Upon request, this supporting documentation will be made available to any Federal, State or County auditor.
- Case records will be retained for three years or longer, if any litigation, claim, negotiation, audit or other action involving the records has been started before the expiration of the three-year period. The retention period extends until completion of the action and resolution of all issues which arise from it, or the three-year period, whichever is less.

**Regional Monitoring** - Eligibility Operations utilizes various tools to monitor WTW performance and compliance with the CalWORKs Program Guide (CPG) and other County directives. The regional sites will cooperate with the reviewer by providing all necessary documents required to perform the review.

5. Reviews will be conducted at all regional sites and may include but are not limited to the following:
  - Monthly Progress Report (MPR) Reviews: Validation of contract objectives.
  - Program Compliance Reviews: Cover-to-Cover case reviews.
  - Focus Reviews: Validation of a specific identified element.
  - QA Case Reviews: Supervisor reviewed cases.

**Note:** See [CPG 10-300.D](#) for additional information on Quality Assurance Reviews.

**Impact/s:**

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Welfare-To-Work (WTW) Employment Services

**References:**

[Board of Supervisors Policy A-81](#)

**Sunset Date:**

02/28/2018

**Approval for Release:**

02/11/2015